



NEW JERSEY DEPARTMENT OF  
CHILDREN AND FAMILIES

Policy Manual

Manual:	DCF	DCF-Wide Policies	Effective Date: 3-7-1997
Volume:	II	General Departmental Policies	
Chapter:	1	Translations	Revised Date: 04-04-2022
Subchapter:	1	Translations	
Issuance:	200	<b>Need for Interpreters and Resources</b>	

### **Purpose:**

This issuance establishes the policies and procedures to access services once discovered that language is a barrier to communicating with parent/child during the course of an investigation.

### **Policy:**

#### **A) Access Bilingual Workers**

Once the Worker identifies the family does not speak English, the Worker shall arrange for a bilingual Worker to assist them.

#### **B) Seeking Translation Services**

Once it has been determined that a language barrier exists, the Worker shall seek approval from the Local Office Manager (LOM), or designee, to seek translation services from an interpreter.

**Note:** CP&P has identified vendors capable of assisting with translation services in multiple languages. See, the procedures section below.

#### **C) Family and Friends Can Not Translate**

The Worker shall not rely on friends or family members to provide interpreting services.

#### **D) Families with Communication Disabilities**

Upon learning, that a parent or the child is blind/visually impaired or deaf/hearing impaired, services to address these barriers must quickly be arranged.

### **Procedures:**

## **1) How to Access Interpreter Services**

- a. See, Instructions on how to use the Language Link and Linguistica International Translation Service at [DCF-II-1-1-200-Att1](#).

### **Forms and Attachments:**

- [DCF-II-1-1-200-Att1](#), Instructions on how to use the Language Link and Linguistica International Translation Service
- CP&P [Form 16-76](#)
- CP&P Form [K-100](#)

### **Related Information:**

- [AO-I-A-1-010](#), Accommodation of Clients with Disabilities
- [DCF-III-B-1-019-2008](#), ADA Policy & Procedures
- [CPP-II-C-3-100](#), Intervening with Clients who are Deaf or Hard of Hearing
- [CPP-II-C-3-200](#), Referrals Involving the Blind or Visually Impaired
- [CPP-IX-F-1-150](#), Open Purchase Contracted Services and Unlicensed/Uncontracted Resources

### **Policy History:**

- 4-4-2022, revised
- 9-25-2017, revised
- 3-7-1997, new